

Utah State Office of Rehabilitation

Order of Selection

Frequently Asked Questions (FAQ)

- **What is an “Order of Selection”?**

Order of Selection is a system or method for prioritizing the clients a VR agency intends to serve. The Federal Government allows VR agencies to use an Order of Selection when a VR agency does not have enough money and/or staff to serve everyone who is eligible.

- **Why is USOR considering implementing wait lists under Order of Selection?**

The cost of providing VR services has gone up over the past several years and at the same time more people with disabilities have applied for VR services. USOR (Utah VR) has not been able to keep up with the cost to serve everyone who is eligible.

- **Does this mean USOR is out of money?**

USOR may have limited funds available to continue providing services to clients who already created an Individual Plan for Employment (IPE) with their VR Counselor. Clients with IPEs will continue to work with their VR Counselor to receive the services agreed to in their IPE as long as funding is available. As stated in the IPE, however, services are always based upon available funding.

- **What are the priority categories?**

Utah VR has established three categories in order to prioritize who receives VR services first when funds are available. The three categories are based on the number of functional limitations* caused by the disability/s, the number of services needed to achieve employment, and the length of time it will take to get a job. Based on this information clients are placed in one of the following three priority categories:

1. Individuals with Most Significant Disabilities
2. Individuals with Significant Disabilities
3. Individuals with Disabilities

*If you have questions about “functional limitations” please feel free to talk to your VR counselor. He or she will be happy to explain.

- **Which priority categories will have wait lists?**

Initially, USOR will close all categories, which will result in a wait list for all clients not already working under an Individualized Plan for Employment (IPE). Order of Selection wait lists are implemented on a statewide basis and without regard to type of disability, gender, source of referral, income level or cost of necessary services.

- **What services can USOR provide to me while I'm on the wait list?**

USOR will continue to provide payment for diagnostic assessments to determine eligibility. However, once you are on the wait list, USOR may only provide information and referrals to other agencies in the community.

- **Who can help me while I am on the wait list?**

USOR has a list of local resources for various services you may need. This includes employment services and resources available through the Utah Department of Workforce Services (DWS). You are welcome to request this resource list from USOR at anytime

- **How long will I be on the wait list?**

The amount of time you are on the wait list will depend upon agency resources (staff and money), your category assignment and your date of application. Unfortunately USOR does not know when it will have the resources to begin opening services to the three categories.

- **What happens when USOR begins to open up the wait list?**

When USOR again has enough funds and staff to begin serving new clients, USOR will take clients off the wait list starting with the highest priority category and the date of application within that category.

- **How will USOR stay in contact with me while I'm on the wait list?**

You will be contacted every 90 days after being placed on a wait list. USOR staff will also contact you when you will be taken off the wait list. Be sure to notify USOR if your phone number, email address or mailing address change as this is how we will contact you when you are removed from the wait list. If you wish to remove yourself from the wait list you may do so, but you will then need to re-apply if you choose to seek services in the future. It is also important that you respond to contact calls and letters from USOR. Failure to stay in contact with USOR could result in removal from the wait list and your case being closed.

- **What rights do I have if I disagree with my classification or being placed on a wait list?**

You have the right to appeal your VR Counselor's decision regarding your priority category assignment. You may only appeal your specific priority category, not your placement on a wait list. You may also contact your VR Counselor to request information about appeal rights and the process. In addition, the Client Assistance Program (CAP) may be contacted at 1-800-662-9080 for information and assistance.